Fourth Question and Answer Document

Final Version 12/22/2004

Fourth QA doc 122204_Final

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Number	Work Hours/Payroll/Personnel	
	Question	**Response**
1	Will you change my work hours?	Changes in schedules, titles and pay levels will not occur over the next six months. Over time, should such changes become necessary, they will be made in accordance with personnel codes and union contracts.
2	Will I still be on call one week a month?	Changes in schedules, titles and pay levels will not occur over the next six months. Over time, should such changes become necessary, they will be made in accordance with personnel codes and union contracts.
3	Will I still get 2 hours of overtime if I come in to fix a problem?	We foresee no changes in overtime provisions. We will continue to follow the personnel rules and applicable contracts.
4	Who will sign my paycheck?	Transferring employees will become CMS employees. As such, they will be transferred to CMS' payroll.
5	Will there still be flextime?	Employees will transfer with their current rights and conditions of employment. Should future changes to work schedules be necessary, they will be made in accordance with personnel codes and union contracts.
6	Four-day work weeks have been approved by my agency, but now they are stuck in the approval process because of the IT consolidation. What can we do to get a decision?	The employing agencies are responsible for administering work schedules; therefore, employees should pursue approval through the normal operating procedures within their existing agency.
7	Will there be an e-mail address change when we move over to CMS?	There will be no initial changes to the e-mail system; although future changes may be explored. Should there be any future changes, employees will be notified in advance and additional training, if necessary, will be provided.
8	Has overtime been addressed to maintain the same levels of service?	Should management deem overtime to be required to maintain continued services, it will be approved and offered consistent with applicable rules.
9	When can we expect to receive CMS rules and codes?	These are on the CMS homepage and accessible now at: www.state.il.us/CMS/. Forms will be sent when the final list of transfers is set to go for each agency. Employees will need to sign these forms. There will also be welcome packet information sent to transferring employees.
10	Will we be able to join a union?	The consolidation will not affect an employee's ability to join the union.
11	Will we be able to retain our current work schedules (9-day, 4-day or Flex Time) after the initial contract has expired?	We do not foresee changes in work schedules at this time. Should future changes become necessary, they will be made in accordance with personnel rules and union contracts.
12	After becoming CMS employees will our pay schedules change? What about refilling of paperwork, insurance forms, etc.?	CMS' pay dates are also the 7th and 22nd. Your direct deposit should not be affected. CMS mails all pay checks and direct deposit slips to employee's homes. It is very important to keep your address current with the agency. You will be receiving paperwork regarding receipt of the CMS Policy Manual and Security Screening. All payroll and benefit information should transfer automatically with no additional paperwork necessary.
13	What are CMS' work standards?	They will be found in the CMS Policy Manual which you will be receiving.

*New questions are shaded in blue

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	Question	**Response**
14	Who do I send a time off request to?	You would request time off in the same manner as you normally would, through your immediate supervisor. You will need to complete a CMS-207 "Official Leave Request" form. You would not complete your departing agency's time off request slip.
15	Who do I call into when sick?	You would call in sick in the same manner as you normally would, through your immediate supervisor.
16	EPA does time sheets on the 15th and 30th of each month. Do I continue to do these?	Time sheets should continue to be filled out in accordance with the current agency's policies. CMS timekeeping policies will become effective upon an employee's transfer to CMS payroll.
17	When do I get paid? (EPA's schedule is the 7th and 22nd) Is my direct deposit still in effect?	CMS' pay dates are also the 7th and 22nd. Your direct deposit should not be affected. Remember, CMS mails all pay checks and direct deposit slips to employee's homes. It is very important to keep your address current with the agency.
18	What are the level of expectations regarding CMS employee working conditions and equipment (shovel story)?	Clarification is required to answer this question. Please reach out to your Agency Infrastructure Lead or resubmit your questions with more detail.
19	Will I need to do any transfer paperwork?	You will be receiving paperwork regarding receipt of the CMS Policy Manual and Security Screening. All payroll and benefit information should transfer automatically with no additional paperwork necessary.
20	Will prior requests for leave be honored?	That determination will be made as it is today. Leaves will be determined by supervisors (infrastructure leads) based on the needs of the business and the capacity for meeting those needs.
21	Does CMS offer the same raises?	Salary increases are granted in accordance with the personnel code and, if applicable, union contract.
22	We don't have competitive pay scales. How will you address the retention issues that result?	Salary ranges for specific classifications are developed by CMS Bureau of Personnel utilizing many components including industry standards and comparable rates. Should it be deemed necessary to make adjustments to these rates, they will be handled through Personnel and consistent with the guidelines for making such changes.
23	Will the compensation level of infrastructure leads become more competitive with the outside world or remain the same?	Salary ranges for specific classifications are developed by CMS Bureau of Personnel utilizing many components including industry standards and comparable rates. Should it be deemed necessary to make adjustments to these rates, they will be handled through Personnel and consistent with the guidelines for making such changes.
24	As personnel transfer into BCCS, how do they request telecom services?	They will need to follow the BCCS procedures for requesting services, much like they follow agency procedures today.
25	How are union and non-union personnel affected? Will everyone be in the same union?	Employees will transfer in their current classification, including option and status.

*New questions are shaded in blue

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	Question	**Response**
26	If you merit comp., is your job in jeopardy?	Eliminating resources is not the focus of the IT infrastructure consolidation. This effort is geared towards transferring IT infrastructure services personnel from the 11 selected agencies to BCCS. Should future changes become necessary, they will be made in accordance with personnel rules and, if applicable, union contracts.
27	Will 1/2 hour lunches still be honored for shorter work days? Will four day work weeks be honored?	Changes in schedules, titles and pay levels will not occur over the next six months. Over time, should such changes become necessary, they will be made in accordance with personnel codes and union contracts.
28	Are we going to be restricted to certain work areas?	Employees and contractors will continue to work in their current agency locations until the physical consolidation of the IT infrastructure and facilities is complete. If you are covered by a collective bargaining agreement, the parties would follow the applicable contract should any future relocations be necessary.
29	Can delayed holidays be carried over?	Holiday time will be transferred and must be utilized in accordance with the applicable contract language.
30	How will we learn of job opportunities?	They will be posted in accordance with personnel rules and, if applicable, union contracts. You can also talk to your supervisors and infrastructure leads.
31	Will we get new badges?	They are not needed now, as you will still be working in the same agencies. When they are needed, HR will guide you though the process.
32	Once the agency's IT staff come under CMS' payroll, will CMS staff administer the employee's timekeeping records or will it stay at the building where the employees are located?	CMS timekeeping policies will become effective upon an employee's transfer to CMS payroll.
33	What will be the policy on travel? Will we use CMS vehicles?	Prior to transferring to CMS' payroll, employees will receive a CMS Policy Manual which includes the policies and procedures for Use of Vehicles and Travel.
34	Will there be raises January 1, 2005?	Employees covered by a bargaining unit will continue to receive increases in accordance with their negotiated contract. Merit Compensation employees will not receive annual increases for FY 05.
35	Will vacation carry over policy remain the same from the Agency transferred from?	Yes
36	Will all benefit time carry over and be available at the date of transfer?	Vacation and sick time will transfer. Compensatory time must be liquidated by the current employee's agency prior to transfer. All transferred benefit time will be available upon the effective date of transfer.

*New questions are shaded in blue

Number	Work Hours/Payroll/Personnel	
	Question	**Response**
37	Since we have to complete paperwork on Direct Deposit and Deferred Comp, what about Savings Bonds?	All payroll and benefit information should transfer automatically with no additional paperwork necessary. New Direct Deposit forms should not be necessary unless an employee is enrolling into the program. Deferred Compensation forms should not be necessary unless changes are being made to the deferrals. Savings Bond information should transfer as well.
38	Will we have access to the computer room, other areas of the WIB, and in-house classes?	Access will be granted, as required.
39	Where do we get office supplies?	The Interagency Agreements provide such support for transitioning IT infrastructure employees within their current agencies.
40	Who is the payroll and timekeeping contact?	Payroll and timekeeping liaisons are still being determined for upcoming transferring employees. Upon transfer, employees will be notified with the contact information for these individuals.
41	Will we be using the CTAS Calendar?	Unfamiliar with CTAS Calendar please see you Infrastructure Lead.
42	Will we still have access to TKS, Eval System, Payroll System, and Accrued Time Balances System?	We will work with the transferring agency to provide for continued access to current systems. Should that not be possible, CMS will notify the employees of alternative methods for obtaining the information.

*New questions are shaded in blue

		Training	
	Question	**Response**	
43	Will we get trained for any new technologies?	Training, as necessary and/or desired, will be offered as resources and availabilities allow.	
44	What happens if a new scheduler is selected? How long will we be given to learn new skills?	The ability to learn new skills will be an essential component of IT infrastructure consolidation, as employees will get the tools needed to do their jobs. That means they will be better trained and more proficient in meeting the needs of their "customer". Training will be delivered using a common sense approach, supported by a migration plan.	
45	What type and level of training can we expect through CMS?	The ability to learn new skills will be an essential component of IT infrastructure consolidation, as employees will get private sector-grade tools to do their jobs. That means they will be better trained and more proficient in meeting the needs of their "customers."	
46	What happens with the money currently budgeted for training classes this fiscal year?	Money currently budgeted for training will transfer with each individual position.	
47	Will we still get to have the ability to continue to learn new things or will we be confined to just one or two functions?	The ability to learn new skills will be an essential component of IT infrastructure consolidation, as employees will get the tools needed to do their jobs. That means they will be better trained and more proficient in meeting the needs of their "customers."	
48	How will training be coordinated so that people who need a specific skill will be the first to be trained on it?	When a new platform is identified, the migration plan will include a training needs analysis and plan. Bring any training needs that you may have to your IT infrastructure leads so that they can be addressed. As common needs are identified, an appropriate curriculum will be developed.	
49	What about end-user training? A lot of our time is spent helping end-users who do not know how to operate computers.	This is exactly the type of data we need to collect to determine how this situation can be improved.	
50	Who will be responsible for end-user training?	As training needs arise, we will work to identify the most appropriate resources and tools to meet those needs.	
51	There is currently no training for staff in Chicago. We are always excluded. Will you try to correct this situation?	We will try to do better. This initiative was launched, in part, to change the cycle of what has occurred in the past related to IT.	
52	Will CMS allow certification (pay for courses that lead to certification)?	Training, as necessary to meet the needs of business, will be offered as resources and availabilities allow.	

*New questions are shaded in blue

		Roles and Responsibilities/Reporting Structure	
	Question		**Response**
53	Will we continue to work in a similar department or is there a chance that we could end up doing something different? (i.e. Could someone working in a Technical Services environment be moved to an Applications Programmer environment?)		For the first phase of the project, the jobs of individuals transferring into CMS will be completely unchanged.
54	Will I be working on the same database systems?		For the first phase of the project, the jobs of individuals transferring into CMS will be completely unchanged. Over time, as CMS finds ways to more efficiently deliver infrastructure services to agencies, responsibilities could change for some individuals. However, the major area in which individuals work (infrastructure vs. programming, for example) is not likely to change. Should changes become necessary, they will be made in accordance with personnel codes and union contracts.
55	Will I be working with the same programmers?		Infrastructure staff currently working with programmers in their agencies will continue to do so after transferring to CMS. Over time, those resources may work with additional programmers in other agencies or they may find themselves working with other CMS infrastructure staff in serving their original agencies. CMS will allocate infrastructure resources in a manner which best serves the agencies, as detailed in their SLAs.
56	In what way do we find out our expectations in order to exceed them?		Roles and responsibilities of IT infrastructure employees will remain the same during the initial transition period.
57	Does CMS plan on narrowing the job function down to one primary function or expertise per network person?		We do not foresee changes in job functions at this time. Should changes become necessary, they will be made in accordance with personnel codes and union contracts..
58	Will service measurements be identified in the Service Level Agreements (SLAs)? What are the metrics that will be used?		There are industry guidelines of what gets measured. Additionally, we are capturing what agencies have provided to us and converting this information into measurements. We will continue to work with the agencies to define what these metrics need to be.
59	Each IT employee already supports too many people. What will be done about that?		We will look for better ways to align the people with the work that needs to be done. Areas that have too few people may get support from those areas that have too many. Cross-training will enable us to maximize the resources we have. Again, we do not foresee changes in job responsibilities at this time. Should changes become necessary, they will be made in accordance with personnel codes and union contracts.
60	Will there be a central office within CMS responsible for agency support?		If you support people now, you will continue to do so regardless of location. There is a move underway toward a Central Level 1 Help Desk. We do not foresee changes in job responsibilities at this time. Should changes become necessary, they will be made in accordance with personnel codes and union contracts.

*New questions are shaded in blue

		Roles and Responsibilities/Reporting Structure	
	Question		**Response**
61	Will we be supporting more than one agency?		For the first phase of the project, the jobs of individuals transferring into CMS will be completely unchanged. Over time, as CMS finds ways to more efficiently deliver infrastructure services to agencies, responsibilities could change for some individuals. Should changes become necessary, they will be made in accordance with personnel codes and union contracts
62	Will I continue to support the agency for whom I work today?		In the near term, yes. During the next six months, we will be able to unveil opportunities to maximize resources, so you could wind up supporting other agencies as well. Should changes become necessary, they will be made in accordance with personnel codes and union contracts
63	Will the same (District Level) hierarchy in the IT office stay the same?		It is our intent that supervisory reporting will remain the same at this time. Any future changes in reporting will be made in accordance with personnel rules and any applicable union contracts.
64	Who performs employee evaluations?		Evaluations will continue to be completed by the employee's supervisor.
65	Will I have a new manager or supervisor?		It is our intent that supervisory reporting will remain the same at this time. Any future changes in reporting will be made in accordance with personnel rules and any applicable union contracts.
66	I have one employee that reports to me; he has a 4-Year C.S. degree whereas I have a 2-Year Electronics Technology degree with 20 years of professional experience which includes troubleshooting and repair of hardware, software, network and routers. Would he become my boss because he has a 4-Year C.S. degree?		There are no immediate changes expected in the organizational structure in the near future. All employees transferring will remain in their current job classification. As openings occur, vacancies will be filled pursuant to personnel rules and, if applicable, union contracts.
67	Does CMS have a pool of people who can be utilized to complete out of town jobs in a day, versus having people travel back and forth over the course of a week to get a job done?		We will look for the most efficient ways to complete the tasks at hand, including remote support techniques.
68	What if my superior doesn't go to CMS right now?		Roles and responsibilities of IT infrastructure employees will remain the same during the initial transition period. You will continue to report to your same supervisor.
69	If you had broad responsibilities which will now be narrowed, how will you ensure our job descriptions align with what we will now be doing?		Your job descriptions were reviewed, and we met with the CIOs of your organization to confirm them. If you have not yet done so, let your infrastructure leads know what skills you have if you do not think they know now.
70	What is going to be done for people who have been fulfilling their current job duties and also doing the work of a vacant position?? Are these positions going to be filled or will there be some kind of compensation pay??		Employees working out of their classification will be afforded additional compensation in accordance with the Personnel Code, Rules and, if applicable, union contract language.

*New questions are shaded in blue

		Relocation
	Question	**Response**
71	Will we have to relocate to another work location?	Employees and contractors will continue to work in their current agency locations until the physical consolidation of the IT infrastructure and facilities is complete. If you are covered by a collective bargaining agreement, the parties would follow the applicable contract should any future relocations be necessary.
72	We were told that we would be at our desks another nine months. Is this true?	Employees and contractors will continue to work in their current agency locations until the physical consolidation of the IT infrastructure and facilities is complete. If you are covered by a collective bargaining agreement, the parties would follow the applicable contract should any future relocations be necessary.
73	Will there be a pool of resources who are assigned to work on infrastructure activities across locations? What if it makes more sense to station one person at a specific site, rather than have people travel to it?	We will be willing to entertain the best answer to achieving the work at hand. If stationing one person makes sense, we will do so; if it doesn't, we won't. Should any future changes to work locations be necessary, they will be made in accordance with personnel codes and union contracts.
74	When are we actually physically moving from this building and where will be relocating to?	Employees and contractors will continue to work in their current agency locations until the physical consolidation of the IT infrastructure and facilities is complete. Plans for who will need to re-locate and where have not been developed yet. If you are covered by a collective bargaining agreement, the parties would follow the applicable contract should any future relocations be necessary.
75	I work for the IO unit at Public Aid. I work in the Input Unit on the 3rd shift. I would like an Intra-Agency transfer once IDPA employees are officially transferred under CMS. This is to say I would like to be physically moved to a new location. Is this possible?	There will be no relocations as an immediate result of this consolidation. Should any future relocations become necessary, they will be made in accordance with personnel rules and, if applicable, union contracts. Employees wishing to request an intra-agency transfer should do so pursuant to the applicable contract language.
76	Will I be physically relocated? What if I don't want to?	Employees and contractors will continue to work in their current agency locations until the physical consolidation of the IT infrastructure and facilities is complete.
77	At what point in time will people be moved? Will you be moving people from Chicago to Springfield?	Employees will continue to work in their current agency locations until the physical consolidation of IT infrastructure and facilities is complete. It is not currently our objective to move people from Chicago to Springfield. Should any future relocations (either geographic or within current work county) be necessary, they will be done in accordance with personnel rules and any applicable union contracts.
78	How is the support captured in the Service Level Agreements (SLAs) related to location? Will support be offered in the same location where the request is made?	Initially, yes, as no one moves in the short-term. However, location is not a determinant of level of support. Support levels are determined by such things as availability of resources, performance of those resources, and the complexity of what is being supported. Management tools are available that permit effective remote support for many tasks. These tools will be utilized to reduce the need for co-location of support. Then employees can be located at the most effective location overall. For now, employees and contractors will continue to work in their current agency locations until the physical consolidation of the IT infrastructure and facilities is complete. If you are covered by a collective bargaining agreement, the parties would follow the applicable contract should any future relocations be necessary.

*New questions are shaded in blue

		Relocation	
	Question		**Response**
79	Will everyone be in one large building?		No. However, going forward, as opportunities for consolidation exist, they will be capitalized upon. Right now, employees and contractors will continue to work in their current agency locations until the physical consolidation of the IT infrastructure and facilities is complete. If you are covered by a collective bargaining agreement, the parties would follow the applicable contract should any future relocations be necessary
80	Will any jobs move to Chicago? Will any move down to Southern Illinois?		No determination of this nature has been made yet. We need to understand what is happening before we set about to change anything. Employees and contractors will continue to work in their current agency locations until the physical consolidation of the IT infrastructure and facilities is complete. It is not currently the objective to move the geographical locations of positions in the future. However, should any future relocations (either geographic or within current work county) be necessary, they will be done in accordance with personnel rules and any applicable union contracts.

*New questions are shaded in blue

	Job Classification	
	Question	**Response**
81	I do not see a direct transfer of my DOT Job Title (Network & Application Support Manager) which is a TM4 position pay. How will they place me in a new CMS position by pay grade and will my pay stay the same.	All employees transferring will remain in their current job classification. Employees transferring from non-code IDOT positions will remain in their present non-code job classification.
82	Will we remain in our current job title and option?	All employees transferring will remain in their current job classification - including option.
83	What classification options (A, C, etc.) are being taken into CMS?	All transferring employees will remain in their current job classification, including option.
84	Since you are bringing some 500-600 people into CMS, what are the seniority guidelines?	It is management's intent for transferring employees to retain their current seniority dates.
85	I think my questions and concerns stem from the fact that as the employee(s) affected, we have been told nothing, we have not been able to see how our job descriptions\duties were rated by our management, and I have the understanding that my direct supervisor was not involved in my job duty categorization. My on paper title at IDOT has not reflected who I report to or my day to day and extended job functions.	Impacted IT employees were designated into their IT roles by supervisors who currently report on their duties and performance, Numerous reviews have been conducted to help ensure correct classifications. If you have a concern that you have not been classified correctly, please discuss this issue with your Infrastructure Lead.
86	Will promotions be available and how will that work?	As openings occur, vacancies will be filled pursuant to personnel rules and, if applicable, union contracts.
87	Will I have the same title and pay?	All employees will be transferring in their current job classification, pay and status.
88	Is there a plan to align IT job titles with IT skills?	During the next six months, we will be able to unveil opportunities to maximize resources. Should changes become necessary, they will be made in accordance with personnel codes and union contracts
89	Will we get promoted by seniority or by our skills?	Vacancies will be filled in accordance with the Personnel Rules and, if applicable, union contracts.
90	The Union has a description of all of our jobs. How will we keep these current so that people can be appropriately trained?	We will continue to comply with any and all union requirements.
91	What about position description audits?	Position descriptions should be reviewed at least once a year, at the time the annual evaluation is completed and any changes should be submitted to Personnel. However, if there are substantial changes in duties or responsibilities at any time during the year, the job description should be updated at that time to accurately reflect the changes.
92	Will CMS post jobs or will people just be moved into open positions?	Employees will be transferred in their current title, option, job description and responsibilities. Should any future changes be necessary, they will be made in accordance with personnel codes and union contracts. The posting process will occur in accordance to personnel codes and union contracts.
93	Is there a goal to create uniform titles?	Employees will be transferred in their current title, option, job description and responsibilities. Should any future changes be necessary, they will be made in accordance with personnel codes and union contracts.

*New questions are shaded in blue

		Job Classification	
	Question		**Response**
94	Will all positions become term appointments, even those previously considered grandfathered at will?		SPSA positions will be term appointments or 4d3 exempt appointments depending on the employee's current status. No other transferring coded titles are subject to term nor will they become such. Non-code individuals will transfer in their current non-code status.
95	Will there be an inventory of staff skill sets and experience?		Skill level determinations are based on the employee's current classification and job description *as well as employee performance.*

*New questions are shaded in blue

	Impacted Groups	
	Question	**Response**
96	Who is in the targeted titles? Am I to assume that since I received this email, I will be included in this change? I am an Information Service Specialist II with the Dept. of Revenue. I was told it was only operations that were going to go under CMS.	Classification is not what determines who is transferring to CMS, because individuals with the same classification can have very different jobs in different agencies. CMS will only transfer individuals who work in infrastructure areas, such as operations, help desk, and desktop/LAN support. CMS is working with your CIO to make a final determination as to who should be classified as "infrastructure."
97	How does the IT Infrastructure Consolidation affect those who hold the IT classification (ISA) and are not working directly in IS for their agency? Presently, I am instructing. I have hopes when the freeze is lifted in going back into Programming/Analysis.	IT infrastructure consolidation only impacts those employees working in IT infrastructure roles in the impacted 11 agencies. Employees who fall into this category are being confirmed with their agency management.
98	Are all persons in IDOT IT going to be transferred to CMS, or is it selective by job title?	Only those employees who support IT infrastructure activities will be transferred into BCCS.
99	I have heard conflicting stories as to who is actually going to be included in this consolidation. I have been told that it is all IT staff and I have been told it is mainly the technical support/network staff. I am a pc application programmer and am wondering if I actually will be included in this consolidation.	Only those employees who support IT infrastructure activities will be transferred into BCCS.
100	Once the consolidation takes place, what will happen to contract employees within CMS? We have heard that they are being converted to state employees. If this is so, will this impact our seniority as we move into CMS?	Approximately 80% of contractor positions (versus contractors) are being converted to positions covered under the Personnel Code. It is possible that some contractors may fill these positions and become State employees. However, any filling of vacancies will be handled pursuant to the personnel rules and, if applicable, union contracts.
101	What happens to people who have deep knowledge in a skill set that will not be migrated to CMS?	This phase of the IT rationalization project covers the selected infrastructure functions in the identified agencies. The remaining IT functions will continue to be managed and staffed by the individuals agencies. Open positions will continue to be filled pursuant to the personnel rules and, if applicable, union contracts.
102	As we consolidate, what happens to people with broad skills, the generalists from smaller agencies?	Employees will be transferred in their current title, option, job description and responsibilities. Should any future changes be necessary, they will be made in accordance with personnel codes and union contracts.
103	If an Agency's mainframe is eliminated, what happens to the jobs of the people who maintain it?	Staff associated with functions consolidated through the IT rationalization project will be consolidated into CMS. Staffing issues for those functions that will not be consolidated will continue to be managed by the existing agency. The specific function of 'maintaining the mainframe' will be consolidated; therefore staff dedicated to this function will be consolidated as well.

*New questions are shaded in blue

		Impacted Groups	
	Question		**Response**
104	If you work in a unit that is being divided (half the people going to CMS; the other half staying with the agency), what happens to people who are crossed trained to support each other?		Determining the staff that will transfer is a coordinated effort between CMS and a designated IT representative from the transferring agency. These decisions will be based on the operational needs of both CMS and the employing agency taking into account the specific functions being performed and the expertise best needed to support those functions. All decisions will be made in accordance with personnel codes and union contracts.
105	We received the email about the consolidation at Public Aid. Does this include all of Public Aid or just parts and which ones?		Only those employees who support IT infrastructure activities will be transferred into BCCS.
106	Will LAN administration be part of CMS?		Core LAN administration will be. No decision has yet been taken on the remainder of the administration activities.
107	How are private contractors affected by IT Rationalization?		The state is too dependent on contractors. We are moving toward greater use of state employees. Thus our intent is to convert 80% of the contractor positions to state positions. It is possible that some contractors may fill these positions and become State employees. However, any filling of vacancies will be handled pursuant to the personnel rules and, if applicable, union contracts.
108	Will programmers be transitioned into CMS?		Application programmers will remain with the Agency to deliver the core capability of the Agency. Infrastructure and systems programmers will move to CMS.
109	Is there a list of names for those who are transferring over?		Yes, and the agency CIOs have that list.
110	Why are not all the agencies involved in IT Rationalization if it leads to substantial cost savings?		Those involved in Public Safety are on hold because of the nature of their work. They will be join the effort later. The same is true for the smaller agencies. We chose the 11 agencies involved in this first wave because they represent 70-80% of the IT spend. They gave us the "biggest bang" for the buck.
111	I am concerned that I have been lumped in with all of the "computer people" just because my position is in IS. I am not sure if it is in IS in all of the Districts or if all of the Districts even have this position? I came to work for IDOT because I enjoy doing engineering related work. It was a shock when I found out yesterday that I will no longer be working for IDOT. I don't know what all of this means yet, but I am concerned that I have been taken away from the career path that I chose. Even though my position is in IS, I have continued to do a lot of Engineering work and have always had the option to transfer to other Engineering positions within the Department. Now I will be working for a different agency whose focus is not Engineering related. I will be one of 4 people here in our office working for CMS which doesn't give me many options. I like to work with computers, but I am concerned about what lies ahead. What can you tell me at this time? Are there any options that I have before my position transfer is official?		For the first phase of the project, the jobs of individuals transferring into CMS will be completely unchanged. Over time, as CMS finds ways to more efficiently deliver infrastructure services to agencies, responsibilities could change for some individuals. However, the major area in which individuals work (infrastructure vs. programming, for example) is not likely to change. If you have a concern that the type of work you do has not been categorized correctly, please discuss this issue with your Infrastructure Lead.

*New questions are shaded in blue

	Impacted Groups	
	Question	**Response**
112	Why did contractors not receive this E-mail?	We handled the contractors and employees through two different processes.
113	If I was invited to an Orientation Session, does that necessarily mean I am being transferred to CMS?	There are a few individuals who are still being negotiated. Only those employees who support IT infrastructure activities will be transferred into BCCS.
114	How many people are impacted by consolidation?	About 500.

*New questions are shaded in blue

	Technology Related Questions	
	Question	**Response**
115	How will people be targeted to work on the new technologies?	The Governance process will determine which new technologies will be selected. Employees will be transferred in their current title, option, job description and responsibilities. Should any future changes be necessary, they will be made in accordance with personnel codes and union contracts.
116	Has there been a determination on the standardized infrastructure?	No. That decision will be made based on business criteria that are captured in a business case.
117	Will there be an e-mail address change when we move over to CMS?	There will be no initial changes to the e-mail system; although future changes may be explored. Should there be any future changes, employees will be notified in advance and additional training, if necessary, will be provided.
118	Is there a plan for desktop standardization? Will application developers be consolidated?	Common applications could be consolidated. Those that support agency-specific missions will not be.
119	Is it true that CMS's "rationalization" effort is forcing discontinuation of Lotus Notes as an email platform in favor of other email platforms that will offer fewer capabilities and are also more vulnerable to virus? How soon will information about email platform be made generally available?	Our goal is a standardized PIM (e-mail) platform. No decision has yet been made on what that platform will be. Whatever platform is chosen will enable cross agency effective communication through the presence of such things as a common name/address book..
120	Will Lotus Notes usage (as a flexible application development platform) be allowed/discouraged?	If the decision is not to utilize Lotus Notes, migration to other application suites will occur. The ability to learn new skills will be an essential component of IT infrastructure consolidation, as employees will get the tools needed to do their jobs. That means they will be better trained and more proficient in meeting the needs of their "customers."
121	With this shared infrastructure, what will be the availability of CMS's Right-Fax fax server to other agency use? The info passed on to me is that it currently would be available to us ONLY IF we were using CMS's Lotus Notes as our email platform, and that since we have our own Domino mail server, the Right-Fax is NOT available for our use. Where does the Right-Fax work in? I expect that it is not functionally dependent on email platform. Is it currently being used to capacity? How is the usage charged to agencies?	Any service moved into the shared infrastructure environment will be made available to the agencies, as needed. Whether Right-Fax is made available is dependent on shared services decisions currently being made.
122	What about infrastructure purchases for this fiscal year, i.e., needed servers, etc.?	They will proceed through the Governance Process.
123	Will LAN support be cross-agency?	For the first six months, nothing will change in terms of LAN support. After that, it depends on what opportunities exist.
124	Is the plan to go 24x7 in the midrange and mainframe shops?	The agencies have that requirement today and it is being met. It will continue to be met.

*New questions are shaded in blue

		Technology Related Questions	
	Question		**Response**
125	Are you consolidating agency-specific hardware and software?		The Technical reference Model (TRM) is identifying and describing all products. Our goal is to have fewer of these tools and utilize them more commonly across agencies. If an agency insists on using a tool that is only applicable in its environment, that tool will not be supported by CMS resources, and all cost to support the tool will be born by the Agency.
126	What applications (like email) will you centralize to?		PIM consolidation is currently being explored. Other applications that could be consolidated have not yet been identified. All consolidations will be based on business needs.
127	If CMS' reduces the data centers to four, what about the equipment at the remaining centers?		Those assets are being transferred into CMS. We will deploy what we can and eliminate/retire what is old.
128	Will some data centers be outside Springfield?		Yes. One or two could be in the Chicago area to meet disaster recovery needs.
129	Which agency transitions first?		Revenue. Prior to each transition, you will receive an employee packet with needed information about CMS and the appropriate forms which will need to be signed and returned.
130	Will Remedy be made available to other agencies as a Help Desk tool and when?		There is currently a Help Desk strategy underway that will provide one number to call for Level 1 Help Desk queries. No decision has yet been made related to the use of Remedy within the other agencies
131	Will Help Desk data be transferable into Remedy or will the trouble reporting history be lost?		The goal is to bring this information into Remedy.
132	Do you guys have a time frame for an email package? Also are you taking into consideration what security or OS platform you will use, Microsoft or Novell security. I know that Microsoft Exchange integrates very well with Microsoft Active Directory, you can add a new user and email mailbox at the same time. This makes setup and administration much easier then having two different vendors. Now if you go with Novell Security then GroupWise will may or may not integrate better then Exchange. I was just curious if you were looking at how well things worked together in the big picture to decide which email platform to use.		All standards, including those for e-mail, will be determined by the Governance process with direction from the Enterprise Architects.
133	How will the hardware currently used by transferring staff be handled, will they keep their PC, cell phone, etc.?		Employees will continue to use the same equipment they use today. This was one of the provisions detailed in the Interagency Agreement. This could change over time, depending on assignments.
134	How will the equipment/hardware that becomes the property of CMS be handled for maintenance, cost tracking, etc.?		IT infrastructure equipment and budgets were transferred into CMS. CMS will pay the bill and memo bill the agencies.
135	Will all telecom equipment transfer? If so, how will the billing and provisioning be handled?		Personal equipment like phones, pagers, etc, will still be assigned to the employee, it's already in CMS's inventory. We are in the process of changing the billing accounts so that the current agency won't continue to be billed. The new bill will go to CMS. As new CMS employees any moves/adds/changes to your equipment will need to be processed by the CMS telecom coordinator.

*New questions are shaded in blue

	Technology Related Questions	
	Question	**Response**
136	Will we be using Zeke, Zack, and Zebb or the CA Scheduler?	Technology decisions will be made within the context of Technology Governance.
137	Will CMS or Revenue own the Network Security Module?	Network Security will become a shared services component managed by CMS.
138	What will be the process for EDP Purchases?	It is currently being developed by Bureau of Strategic Sourcing and Procurement (BOSSAP).
139	Is the Firewall moving to CMS?	Firewalls will be deployed, as required, and managed by CMS.

*New questions are shaded in blue

		Rationalization Concerns	
	Question		**Response**
140	Is anyone getting laid off?		Eliminating resources is not the focus of the IT infrastructure consolidation. This effort is geared towards transferring IT infrastructure services personnel from the 11 selected agencies to BCCS. Should future changes become necessary, they will be made in accordance with personnel rules and union contracts.
141	What happens in 8 ½ months from now when the initial contract period is over? Will we loose our jobs or be transferred to other agencies, possibly even regional offices?		Interagency agreements are in place through June 2005 to enable the appropriate designees from CMS and the consolidating agencies to determine which employees are associated with functions that should transfer to CMS as part of the IT rationalization. As agencies are being consolidated in phases, it is anticipated that this time frame will also allow sufficient time for the transfers of all of the affected employees. Additionally, the focus of the IT rationalization project is not about eliminating resources. It is geared toward transferring IT infrastructure services personnel from the 11 selected agencies to BCCS. Should any future changes become necessary, including relocations, they will be made in accordance with personnel rules and applicable union contracts.
142	What about the possibility of being laid off and outsourced to Accenture?		IT consolidation is geared toward transferring IT infrastructure services personnel from the 11 selected Agencies to BCCS. There will be no outsourcing to Accenture.
143	If all applications utilize the same software, won't that make it easier for CMS to transfer us to other agencies or even make our jobs obsolete?		Our primary goal is to improve service and accountability to our numerous clients.
144	Is privatization a possibility?		Privatization and outsourcing have not been considered.
145	Are the target savings all related to IT or are some tied to headcount reductions?		Not all the savings are tied to IT consolidation, but none have been aligned with employee reductions. There are some savings that will be realized through IT contractor and IT employee alignments.
146	Do people who work in the data centers need to look for work elsewhere, since they are being consolidated?		For the first phase of the project, the jobs of individuals transferring into CMS will be completely unchanged. Eliminating resources is not the focus of the IT infrastructure consolidation. This effort is geared towards transferring IT infrastructure services personnel from the 11 selected Agencies to BCCS. Should future changes become necessary, they will be made in accordance with personnel rules and, if applicable, union contract language.
147	Will there be a wholesale bidding of jobs?		State Employees will be transferred in their current title, option, job description and responsibilities. Should any future changes be necessary, they will be made in accordance with personnel codes and union contracts.
148	How do you consolidate without layoffs?		Eliminating resources is not the focus of the IT infrastructure consolidation. This effort is geared towards transferring IT infrastructure services personnel from the 11 selected agencies to BCCS. Should future changes become necessary, they will be made in accordance with personnel rules and union contracts.

*New questions are shaded in blue

	Program Questions/Clarifications	
	Question	**Response**
149	What is meant by the phrase "The skills of resources will be better aligned with State business needs?"	This will allow CMS to assign the right resources to tasks in order to better meet the needs of agencies.
150	What is meant by the phrase "reducing unnecessary duplication of State resources?" Are we talking people here?	The IT/Telecom Rationalization Program is identifying State cost savings that can be achieved by reducing unnecessary duplication of hardware, software, and personnel resources. However, eliminating resources is not the focus IT infrastructure consolidation. This effort is geared toward transferring IT infrastructure services personnel from the 11 selected Agencies to BCCS. Should changes become necessary, they will be made in accordance with personnel codes and union contracts.
151	What projects are on the horizon beyond the transition point?	When the transition is complete, projects will be introduced through the Governance process. Decisions on which projects will be undertaken will not be determined by CMS, but by an Agency's business needs. Projects will also be evaluated based on the anticipated outcomes being sought and how they align with an Agency's business plan. Our resources will be employed to support the delivery of outcomes.
152	Does the Agency have a say in how the transition is handled?	The IT rationalization project was developed to best address the needs of the State as a whole while taking into account, where possible, the individual needs of the agencies. The actual transition of employees is a coordinated effort between CMS and a designated IT representative from the transferring agency.
153	Will there be a move to freeze people moving from agency to agency during the transition process?	There will not be any attempts to prevent employees from exercising their rights to seek other employment.
154	What exactly is an "IT infrastructure administrative capability?"	IT Infrastructure administrative capability refers to those activities that comprise the operating environment for departmental/agency applications.
155	Do you know the address of the web site with the transition information that was mentioned in the meeting on 10/13?	The intranet site is located at: http://www.intra.state.il.us/
156	Will there be a letter of assurance from Upper Management that clients will not hinder support services in any way and allow them to do their job without putting up roadblocks or bottlenecks.	There will be no letter of assurance. Services will be delivered based upon Service Level Agreements (SLAs).
157	If and when roadblocks occur due to issues on the client side, is their some sort of escalation process to ensure resolution?	There is an escalation process in place and we will document it in the Service Level Agreement under Schedule I.
158	Can a matrix be set up to include a start date, suspend date and end date – so that if roadblocks occur on the client's side, it will be indicated why timelines were not met due to client intervention?	Projects will be managed to schedules and entail status reporting and issues escalation. Operations will be managed to the negotiated schedules found within the Service Level Agreements (SLAs).
159	Now and after the initial 8 ½ months, we need something in the SLA to demonstrate the quality of work that goes on behind the scenes that the client/user is never aware of – 99% server uptime, virus protection, etc.	We will work with you to include the appropriate metrics/targets in the Service Level Agreements. Infrastructure Leads will be key to ensuring their inclusion.

*New questions are shaded in blue

		Program Questions/Clarifications	
		Question	**Response**
160		Will we be told to stop our current tasks, such as upgrades of windows servers, or can we continue to finish our current plans?	Certain projects may be interrupted if they do not comply with CMS standards or would be made obsolete by an upcoming CMS project (such as email consolidation). Project impacts will be communicated on a case-by-case basis.
161		You say nothing will change during the transition. What about after the transition?	Should any future changes become necessary, they will be made in accordance personnel codes and union contracts.
162		Where is the CMS datacenter located?	In Springfield. We are looking at consolidating the 22 data centers and also exploring the opportunity to set up a data recovery center.
163		What happens to IT consolidation if the governor is not reelected?	Since we are restructuring IT infrastructure, there will be little chance that IT infrastructure operations will be handled as they were in the past. They will have to be moved forward; either with the blueprint we are drafting, or another.
164		What safeguards are there for confidentiality issues?	All individuals on the project have gone through state screening and signed the appropriate non-disclosure statements. Interagency agreements also deal with this issue. We anticipate no change from how confidentiality is addressed today.
165		What about service? What happens if there is a problem on the floor? Will we have to call Springfield?	If people need to be on the floor, they will be. Additionally, there will be a common Help Desk and Help Desk contact number.
166		Will the agencies continue to pay more for CMS services? Will Directors have a say in this?	Departments will be charged for services based upon what is described in their Service Level Agreements (SLAs). Directors have been involved in the creation of the SLAs, and are thus aware of the associated costs of service.
167		Will there be a central CMS presence in Chicago?	If it makes sense.
168		Is the presentation from the Orientation Session available?	It will be made available once all the orientation sessions are held.
169		What will we consolidate to--what will we look like after consolidation?	The Governance process will establish the standards that IT will follow. These standards will be monitored by the Enterprise Architecture Group. It will facilitate the identification of available technologies, look at the products the State utilizes, and determine which products and technologies will be employed. The goal will be to balance cost against benefits in establishing common standards and to train employees on those platforms that will be new. Decisions will also be facilitated by groups such as the Architecture Review Board (ARB) which is composed of CIOs from many of the agencies involved with consolidation. It is our intent that responsibilities and reporting will remain the same at this time. Any future changes in responsibilities and reporting will be made in accordance with personnel rules and any applicable union contracts.
170		Will Springfield still be "pulling the chains" or will local support be available to those located in Chicago?	The answer to that question will need to wait until all the Infrastructure Leads are in place. They will determine the best alignment of resources for the work that needs to be done.

*New questions are shaded in blue

		Program Questions/Clarifications	
	Question		**Response**
171	How long do the current contractors working on IT/Telecom Rationalization stay on the project?		Like other state contracts, through their contracted time periods - unless the services need to be extended or are no longer needed. Should either of these instances be necessary, the terms of the contract will be followed.
172	What does BCCS Stand for?		Bureau of Communication and Computer Services (BCCS)
173	How do you see Help Desk Changing? If it is consolidated, will there be delays?		There is currently a Help Desk Consolidation Strategy underway that will yield one number to call for Level 1 Help Desk queries. For Level 2 queries, which are specific to the agencies, there will be agency Help Desk support.
174	What about non-Help Desk people who provide technology support at their agencies. Will their users be required to contact the Help Desk?		That is the goal.
175	How will we make information available to transitioning employees?		At meetings such as this one. Through HR. Through your infrastructure leads and through your Change Agents.
176	What is your (Jim Matthew's) background?		I retired from Ameritech where I worked during the split with AT&T and the merger of five state phone companies into one: Ameritech. I was an Enterprise Architect by trade and have been involved in many reorganizations. I also have a very broad technology background.
177	Are you (Jim Matthews) a consultant for CMS?		I am the BCCS CIO.
178	Can you tell us how you know we need to move from 22 data centers to 4?		22 is too many when you look at them from end to end. And guidelines indicate that data centers need to be at least 25 miles apart for disaster recovery purposes. Our goal is to have at least two with primary capabilities to run critical applications. But the exact number has not yet been determined. Four is a number that seems practical at this time.
179	Will IT infrastructure people still work at their agencies after four data centers are set up?		These centers will run as "dark at possible"--with limited staff. Most will be working at remote sites as part of a support pool. There will be no changes for the first 6 months. Should there be any future changes in an employee's status through the consolidation of these data centers, they will be done in accordance with personnel rules and, if applicable, union contracts.
180	Are there plans to build new data centers?		No. We are trying to use existing properties.
181	Will there be a CMS liaison located in each of our agencies?		No. You will need to contact the people within CMS by phone, e-mail, etc.
182	How many employees will be needed to run a data center?		I don't know right now. It will be determined by the size of the center, the type of equipment utilized and the ability to do remote support.
183	Has the cost to consolidate servers been looked at?		Yes. Business cases will be employed to drive consolidation decisions.

*New questions are shaded in blue

	Program Questions/Clarifications	
	Question	**Response**
184	Why are political mandates controlling the direction of IT in the state versus IT supporting issues which may be beneficial to current practices in all agencies? For example, Green Illinois was a political mandate to cut down on waste from paper and assorted recyclable materials. During my tenure as a DPA employee, talks and efforts were made to move 8 agencies to a paperless reporting system which ultimately changed the IT infrastructure as far as software and implementation. However, only one agency to my knowledge has this system running at 80% due to cutting the budget on this mandate in the middle of the implementation, implementation costs for each agency after budget cuts, and lack of funding to continue the use of the previous report delivery system. By the definitions that were given to us at the IT Rationalization orientation meeting, if another government mandate comes forth such as Green Illinois which impacts IT infrastructure how can we be sure that the improvements will be implemented, agencies be given enough budget to implement and use the improvements, and that if a mandate could not be implemented that the prior solution will be able to r	IT/Telecom Rationalization is part of a strategic business plan for the state that employed legislation to support implementation initiatives.
185	What are the main goals of this infrastructure consolidation in terms of metrics and measures? I am skeptical that any agency could fit into the model that was proposed based on the information and expectations from this last meeting. It seems like agencies are giving you measurements to areas of consolidation that either have not been measured in the past or have been recently implemented within the last 6 months in the agency. I question the accuracy of these metrics to serve as a means of determining a service level agreement and main goals of the consolidation. I am not saying I am not willing to adopt to change. But, I see too many problems in the long term that need to be raised now before moving forward using these metrics.	Agencies were given an opportunity to present metrics related to their current service levels. The fact that not all were able to produce these speaks to the need for such metrics. The six month transition window will enable us to "true" up the metrics currently in the Service Level Agreements (SLAs).
186	What about all the rumors we have been hearing of late about the ultimate fate of KIDS contractors. Are we going to be converted to non union employees in June/2004 are we going to be let go or is our status going to remain the same? Is there language in the current contract with the union about the state doing away with consultants?	The goal is to convert approximately 80% of contractor positions (versus contractors) to positions covered under the Personnel Code. Budgetary constraints may impact this number. It is possible that some contractors may fill these positions and become State employees. However, any filling of vacancies will be handled pursuant to the personnel rules and, if applicable, union contracts.
187	Is the CMS Shared Services website in operation and, if so, do you have the URL?	The Governance Website still has limited accessibility. When it is more broadly available, we will let you know

*New questions are shaded in blue